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EXAMINER

HARPER, V PAUL

ART UNIT	PAPER NUMBER
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2654

DATE MAILED: 10/06/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/687,702	SCARANO ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	V. Paul Harper	2654	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
  - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
  - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☐ Responsive to communication(s) filed on \_\_\_\_.
- 2a) ☐ This action is **FINAL**.                      2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-59 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-59 is/are rejected.
- 7) ☒ Claim(s) 31-33, 34, 50, 51 and 53 is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date 1/23/04, 6/08/04.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_.

## **DETAILED ACTION**

### ***Information Disclosure Statement***

1. The Examiner has considered the references listed in the Information Disclosure Statements dated 1/23/04 and 6/08/04. Copies of the Information Disclosure Statements are attached to this office action.

### ***Claim Objections***

2. Claims 7, 31-33, 34, 36 and 50, 51, and 53 are objected to because of the following informalities:

Incorrect numbering, where claims 31-34, 50, 51, and 53 should depend from claim 30.

Claims 7 and 36 have two periods.

Appropriate correction is required.

### ***Claim Rejections - 35 USC § 112***

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

3. Claim 8 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. In this case, the "said step of determining" is indefinite because claim 8 depends from both claim 1 and claim 7, each of which have a different step of determining.

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4. Claim 22, 29, 51 and 58 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. In these claims the term CTI is undefined.

5. Claim 23, 29, 52, and 58 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. In these claims the terms DNIS, ANI and ID are not clearly defined.

### ***Claim Rejections - 35 USC § 102***

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(a) the invention was known or used by others in this country, or patented or described in a printed publication in this or a foreign country, before the invention thereof by the applicant for a patent.

6. Claims 1-6, 13-15, 17, 19-21, 24-28, 30-35, 42-44, 46, 48-50, 53-57 and 59 are rejected under 35 U.S.C. 102(a) as being anticipated by Clements ("Phonetic Searching of Digital Audio," archived from internet on Aug. 4, 2002), hereinafter referred to as Clements.

Regarding **claim 1**, Clements teaches a method for phonetic searching of digital audio. Clements's method includes the following steps:

- processing an audio segment into a format suitable for rapid searching (Fig. 1, Preprocessing);

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- determining an appropriate set of rules to apply to said audio segment (p.3, §Query Term Processing and Searching); and
- searching said audio segment in accordance with said rules (p. 3, §Query Term Processing and Searching).

Regarding **claim 2**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “a step of referencing said audio segment wherein said audio segment has been previously stored in an electronic media” (p. 5, §Sample Embodiments, “where media is stored”).

Regarding **claim 3**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “a step of recording said audio segment (p. 5, §Sample Embodiments; p. 6, §Audio/Video Applications, “audio or video databases”, “recorded sessions”).

Regarding **claim 4**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “said step of processing includes a step of processing said audio segment into a format suitable for rapid phonetic searching (p. 2, §THE NEW SEARCH ARCHITECTURE, preprocessing speech to speed up processing).

Regarding **claim 5**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “said step of processing includes a step of

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identifying symbols corresponding to discrete portions of said audio segment” (p. 3, §Query Term Processing and Searching, matches made to phonemes representing words or phrases).

Regarding **claim 6**, Clements teaches everything claimed, as applied above (see claim 5); in addition, Clements teaches “said symbols represent respective phonemes of a set of phonemes characteristic of speech” (p. 3, §Query Term Processing and Searching, matches made to phonemes).

Regarding **claim 13**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “said step of searching includes a step of searching said audio segment for a combination of a plurality of phrases” (p. 3, §Query Term Processing and Searching, e.g., “brain cancer” spoken within 60 seconds of “cellular telephone”).

Regarding **claim 14**, Clements teaches everything claimed, as applied above (see claim 13); in addition, Clements teaches “step of searching said audio segment for said combination of phrases includes a specified order of said phrases within said audio segment (p. 3, §Query Term Processing and Searching, “temporal operator”).

Regarding **claim 15**, Clements teaches everything claimed, as applied above (see claim 14); in addition, Clements teaches “the step of triggering an event in

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response to finding a match for said combination of phrases in said specified order in said audio segment” (p. 3, §Query Term Processing and Searching, added to sorted list).

Regarding **claim 17**, Clements teaches everything claimed, as applied above (see claim 14); in addition, Clements teaches “the step of incrementing a statistical value in response to finding a match for said combination of phrases in said specified order in said audio segment” (p. 3, §Query Term Processing and Searching, e.g., assigning *Confidence\_Level* to a match, and generating a list with a size).

Regarding **claim 19**, Clements teaches everything claimed, as applied above (see claim 13); in addition, Clements teaches “said step of searching said audio segment for said combination of phrases includes a specified temporal relationship of said phrases within said audio segment” (p. 3, §Query Term Processing and Searching, e.g., “brain cancer” spoken within 60 seconds of “cellular telephone”).

Regarding **claim 20**, Clements teaches everything claimed, as applied above (see claim 19); in addition, Clements teaches “said step temporal relationship comprises an occurrence of said phrases within a specified time period within said audio segment” (p. 3, §Query Term Processing and Searching, e.g., “brain cancer” spoken within 60 seconds of “cellular telephone”).

Regarding **claim 21**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “said step of searching includes a step of searching said audio segment for a target phrase occurrence within a specified time period within said audio segment (p. 3, §Query Term Processing and Searching; p. 8, §Multimodal Searching, “delimit the search range”).

Regarding **claim 24**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “a step of performing order validation” (p. 3, §Query Term Processing, for terms in a given order; p. 8, §Multimodal Searching, synchronizing closed captioning signal with verbatim rendering).

Regarding **claim 25**, Clements teaches everything claimed, as applied above (see claim 24); in addition, Clements teaches “said step of performing order validation includes the step of comparing a parameter of an order associated with said audio segment with a content of said audio segment resulting from said searching step” (p. 8, §Multimodal Searching, synchronizing closed captioning signal with verbatim rendering, parameter corresponds to closed captioning signal).

Regarding **claim 26**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “said step of searching includes a step of searching for a target phrase, said method further comprising a step of performing order validation including determining whether an order associated with said audio segment is



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consistent with a result of said step of searching for said target phrase” (p.3, §Query Term Processing and Searching, specified ordering of phrases with confidence level; p. 8, §Multimodal Searching, synchronization).

Regarding **claim 27**, Clements teaches everything claimed, as applied above (see claim 26); in addition, Clements teaches “a step of entering data for said order wherein said step of performing order validation includes validating whether said data is reflected within said audio segment” (p.3, §Query Term Processing and Searching, specified ordering of phrases with confidence level; p. 8, §Multimodal Searching, note comment that captioning signal may not be exact, i.e., not in correct order).

Regarding **claim 28**, Clements teaches phonetic searching of digital audio. In addition, Clements teaches the following steps:

- importing call data (Figure 1, speech input; p. 7, §Telephony Opportunities);
- selectively, in response to said call data, analyzing an audio segment associated with said call data (p. 7, §Telephone Opportunities, e.g., scan voice mail messages), said step of analyzing including:
  - processing said audio segment into a format suitable for rapid searching (Fig 1, preprocessing);
  - determining an appropriate set of rules to apply to said audio segment (p. 3, §Query Processing and Searching); and

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- searching said audio segment in accordance with said rules (p. 3, §Query Processing and Searching).

Regarding **claim 30**, Clements describes a system for phonetic searching of digital audio. Clements system includes:

- an audio processor operable to process an audio segment into a format suitable for rapid searching (Fig. 1, Pre-process Engine);
- logic operable to determine an appropriate set of rules to apply to said audio segment (Fig. 1, Search Engine; p. 3, §Query Term Processing and Searching);
- a search engine operable to search said audio segment in accordance with said rules (Fig. 1, Search Engine).

Regarding **claim 31**, this claim has limitations similar to claim 2 and is rejected for the same reasons.

Regarding **claim 32**, this claim has limitations similar to claim 3 and is rejected for the same reasons.

Regarding **claim 33**, this claim has limitations similar to claim 4 and is rejected for the same reasons.

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Regarding **claim 34**, this claim has limitations similar to claim 5 and is rejected for the same reasons.

Regarding **claim 35**, this claim has limitations similar to claim 6 and is rejected for the same reasons.

Regarding **claim 42**, this claim has limitations similar to claim 13 and is rejected for the same reasons.

Regarding **claim 43**, this claim has limitations similar to claim 14 and is rejected for the same reasons.

Regarding **claim 44**, this claim has limitations similar to claim 15 and is rejected for the same reasons.

Regarding **claim 46**, this claim has limitations similar to claim 17 and is rejected for the same reasons.

Regarding **claim 48**, this claim has limitations similar to claim 19 and is rejected for the same reasons.

Regarding **claim 49**, this claim has limitations similar to claim 20 and is rejected for the same reasons.

Regarding **claim 50**, this claim has limitations similar to claim 21 and is rejected for the same reasons.

Regarding **claim 53**, this claim has limitations similar to claim 24 and is rejected for the same reasons.

Regarding **claim 54**, this claim has limitations similar to claim 25 and is rejected for the same reasons.

Regarding **claim 55**, this claim has limitations similar to claim 26 and is rejected for the same reasons.

Regarding **claim 56**, this claim has limitations similar to claim 27 and is rejected for the same reasons.

Regarding **claim 57**, Clements describes a system with the following components:

- telephone equipment connected to receive call data (p. 7, §Telephony Opportunities, paragraph 3, in call centers, scanning messages, thus connected);

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- an audio processor responsive to said call data for selectively analyzing an audio segment associated with said call data, said audio process operable to process said audio segment into a format suitable for rapid searching (Fig. 1, Pre-process Engine);
- determine an appropriate set of rules to apply to said audio segment (p. 3, §Query Term Processing and Searching); and
- search said audio segment in accordance with said rules (p. 3, §Query Term Processing and Searching, Fig. 1, Search Engine).

Regarding **claim 59**, Clements teaches a method for phonetic searching of digital audio. Clements's method includes the following:

- recording an audio segment (p. 5, §Sample Embodiments; p. 6, §Audio/Video Applications, "audio or video databases", "recorded sessions");
- setting rules for searching for spoken words or phrases in said audio segment using speech recognition technology (p.3, §Query Term Processing and Searching);
- searching said audio segment in accordance with said rules (p.3, §Query Term Processing and Searching); and
- providing a report based on said search (p. 3, §Query Term Processing and Searching, returning a sorted list of results).

### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

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(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

7. Claims 7-9, 11, 36-38 and 40 are rejected under 35 U.S.C. 103(a) as being unpatentable over Clements in view of Petkovic et al. (U.S. 6,185,527), hereinafter referred to as Petkovic.

Regarding **claim 7**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches that searching includes the steps of:

- attempting to find a match within said audio segment of a target phrase (p. 3, §Query Term Processing and Searching, "word phrases may be specified").

In addition, Clements teaches the sorting of results by confidence level ((p. 3, §Query Term Processing and Searching, "sorted by decreasing *Confidence\_Level*,"), but Clements does not specifically teach that "said target phrase is present within said audio segment at or above a specified confidence level." However, the examiner contends that this concept was well known in the art, as taught by Petkovic.

In the same field of endeavor, Petkovic discloses a method for automatic audio content analysis. Petkovic's method includes the step of setting a confidence level (col. 4, lines 25-30).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing a

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confidence level, as taught by Petkovic, because it is well known in the art at the time of invention for the purpose of limiting the number of results (Petkovic, col. 4, lines 27-32).

Regarding **claim 8**, Clements in view of Petkovic teaches everything claimed, as applied above (see claim 7); in addition, Clements teaches “a step of triggering an event in response to said step of determining” (p. 3, §Query Term Processing and Searching; p. 7, §Telephony Opportunities, “route messages” depending upon contents, i.e., contents trigger event).

Regarding **claim 9**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “a step of triggering an event” (p. 3, §Query Term Processing and Searching; p. 7, §Telephony Opportunities, “route messages” depending upon contents), but Clements does not specifically teach “logic operable to trigger an event in response to said search engine finding a target phrase within said audio segment at or above a specified confidence level.” However, the examiner contends that this concept was well known in the art, as taught by Petkovic.

In the same field of endeavor, Petkovic discloses a method for automatic audio content analysis. Petkovic’s method includes the step of setting a confidence level (col. 4, lines 25-30).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing a

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confidence level, as taught by Petkovic, because it is well known in the art at the time of invention for the purpose of limiting the number of results (Petkovic, col. 4, lines 27-32).

Regarding **claim 11**, Clements teaches everything claimed, as applied above (see claim 1). In addition, Clements teaches the step of incrementing a statistical value in response to finding a match (p. 3, §Query Term Processing and Searching, e.g., assigning *Confidence\_Level*, and generating a list that will have a number of items), but Clements does not specifically teach “a step of incrementing a statistical parameter as a result of said searching step resulting in matching a given phrase at or above a specified confidence level”. However, the examiner contends that this concept was well known in the art, as taught by Petkovic.

In the same field of endeavor, Petkovic discloses a method for automatic audio content analysis. Petkovic’s method includes the step of setting a confidence level (col. 4, lines 25-30).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing a confidence level, as taught by Petkovic, because it is well known in the art at the time of invention for the purpose of limiting the number of results (Petkovic, col. 4, lines 27-32).

Regarding **claim 36**, this claim has limitations similar to claim 7 and is rejected for the same reasons.



Regarding **claim 37**, this claim has limitations similar to claim 8 and is rejected for the same reasons.

Regarding **claim 38**, this claim has limitations similar to claim 9 and is rejected for the same reasons.

Regarding **claim 40**, this claim has limitations similar to claim 11 and is rejected for the same reasons.

8. Claims 10, 12, 39 and 41 are rejected under 35 U.S.C. 103(a) as being unpatentable over Clements in view of Petkovic and Frakes et al., ("Information Retrieval, Data Structures & Algorithms" Prentice Hall, 1992), hereinafter referred to as Frakes.

Regarding **claim 10**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches the use of queries with a Boolean grammar and assigning the results confidence levels that can trigger other events (p. 3, §Query Term Processing and Searching; p. 7, §Telephony Opportunities), but Clements does not specifically teach "a step of triggering an event as a result of said searching step resulting in not finding a match [a] for a given phrase at or above a specitied confidence level [b]." However, the examiner contends that these concepts were well known in the art, as taught by Frakes and Petkovic.

(First [a]) In the same field of endeavor, Frakes teaches information retrieval where some queries attempt to find documents that do *not* contain a particular pattern (p. 266, second paragraph).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the feature, as taught by Frakes, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Frakes, p. 266, end of 1st paragraph).

(Next [b]) In the same field of endeavor, Petkovic discloses a method for automatic audio content analysis. Petkovic's method includes the step of setting a confidence level (col. 4, lines 25-30).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing a confidence level, as taught by Petkovic, because it is well known in the art at the time of invention for the purpose of limiting the number of results (Petkovic, col. 4, lines 27-32).

Regarding **claim 12**, this claim has limitations that are similar to claims 17 and 10 and is rejected for the same reasons.

Regarding **claim 39**, this claim has limitations that are similar to claim 10 and is rejected for the same reasons.

Regarding **claim 41**, this claim has limitations that are similar to claims 17 and 10 and is rejected for the same reasons.

9. Claims 16, 18, 45 and 47 are rejected under 35 U.S.C. 103(a) as being unpatentable over Clements in view of Frakes.

Regarding **claim 16**, Clements teaches everything claimed, as applied above (see claim 14); in addition, Clements teaches the step of triggering an event in response to making a match in a particular order (p. 3, §Query Term Processing and Searching; p. 7, §Telephony, "routing"), but Clements does not specifically teach that the triggering is in response to *not* finding a match for said combination of phrases in said specified order in said audio segment. However, the examiner contends that this concept was well known in the art, as taught by Frakes.

In the same field of endeavor, Frakes teaches information retrieval where some queries attempt to find documents that do *not* contain a particular pattern (p. 266, second paragraph).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the features, as taught by Frakes, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Frakes, p. 266, end of 1st paragraph).

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Regarding **claim 18**, Clements teaches everything claimed, as applied above (see claim 14). In addition, Clements teaches “the step of incrementing a statistical value in response to finding a match for said combination of phrases in said specified order in said audio segment” (p. 3, §Query Term Processing and Searching, e.g., assigning *Confidence\_Level*, and generating a list that will have a number of items), but Clements does not specifically teach “the step of incrementing a statistical value in response to *not* finding a match for said combination of phrases in said specified order in said audio segment. However, the examiner contends that this concept was well known in the art, as taught by Frakes.

In the same field of endeavor, Frakes teaches information retrieval where some queries attempt to find documents that do *not* contain a particular pattern (p. 266, second paragraph).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the features, as taught by Frakes, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Frakes, p. 266, end of 1st paragraph).

Regarding **claim 45**, this claim has limitations that are similar to claim 16 and is rejected for the same reasons.

Regarding **claim 47**, this claim has limitations that are similar to claim 18 and is rejected for the same reasons.

10. Claims 22, 23, 29, 51, 52 and 58 are rejected under 35 U.S.C. 103(a) as being unpatentable over Clements in view of Glowny et al. (U.S. Patent Application Publication 2001/0040942 A1), hereinafter referred to as Glowny.

Regarding **claim 22**, Clements teaches everything claimed, as applied above (see claim 1); in addition, Clements teaches “providing an indication of satisfaction of a criteria in response to said steps of searching and analyzing” (p. 3, §Query Term Processing and Searching, a sorted list). Clements further teaches the use of metadata during searches (p. 6, §Audio/Video Applications), and the application of the techniques to telephony (p. 7, §Telephony Opportunities), but Clement does not specifically teach “analyzing CTI data associated with said audio segment.” However, the examiner contends that this concept was well known in the art, as taught by Glowny.

In the same field of endeavor, Glowny discloses a method for recording, storing, and retrieving telephone call information. Glowny’s search criterion uses CTI data (¶[0003]).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the features, as taught by Glowny, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Glowny, ¶[0003]).

Regarding **claim 23**, Clements in view of Glowny teaches everything claimed, as applied above (see claim 22), but Clements does not specifically teach “said step of analyzing said CTI data includes a step of analyzing CTI data selected from the set consisting of, called number (DNIS), (ii) calling number (ANM, and (iii) Agent ID.” However, the examiner contends that this concept was well known in the art, as taught by Glowny.

Glowny further discloses that the CTI data can be used to further enhance the retrieval process, and that this data includes telephone numbers, called number (DNIS) and Agent ID (¶[0003]).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the features, as taught by Glowny, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Glowny, ¶[0003]).

Regarding **claim 29**, Clements teaches everything claimed, as applied above (see claim 28), but Clements does not specifically teach “said call data includes CTI data selected from the group consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID.” However, the examiner contends that this concept was well known in the art, as taught by Glowny.

In the same field of endeavor, Glowny discloses a method for recording, storing, and retrieving telephone call information. Glowny further discloses that the CTI data

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can be used to further enhance the retrieval process, and that this data includes telephone numbers, called number (DNIS) and Agent ID (¶[0003]).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the features, as taught by Glowny, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Glowny, ¶[0003]).

Regarding **claim 51**, this claim has limitations that are similar to claim 22 and is rejected for the same reasons.

Regarding **claim 52**, this claim has limitations that are similar to claim 23 and is rejected for the same reasons.

Regarding **claim 58**, Clements teaches everything claimed, as applied above (see claim 57), but Clements does not specifically teach “said call data includes CTI data selected from the group consisting of (i) called number (DNIS), (ii) calling number (ANI), and (iii) Agent ID”. However, the examiner contends that this concept was well known in the art, as taught by Glowny.

In the same field of endeavor, Glowny discloses a method for recording, storing, and retrieving telephone call information. Glowny further discloses that the CTI data can be used to further enhance the retrieval process, and that this data includes telephone numbers, called number (DNIS) and Agent ID (¶[0003]).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Clements by specifically providing the features, as taught by Glowny, because it is well known in the art at the time of invention for the purpose more effectively retrieving information (Glowny, ¶[0003]).

### ***Citation of Pertinent Art***

11. The following prior art made of record but not relied upon is considered pertinent to the applicant's disclosure:

- Kanevsky et al. (U.S. 6,434,520 B1) teach a method for indexing and retrieving audio archives.

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to V. Paul Harper whose telephone number is 703 305-4197. The examiner can normally be reached on M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Richemond Dorvil can be reached on 703 305-9645. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.



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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



VPH/vph

Donald L. Storm  
PATENT EXAMINER  
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